

# **The West Bridgford School**

## **A Signposting Directory for Parents and Carers**



Available on our school website [www.wbs.school](http://www.wbs.school)

# Anna Freud

## National Centre for Children and Families

**Website:** [www.annafreud.org](http://www.annafreud.org)

**Information:**

The service aims to build resilience and support children, young people and families in distress.



**Anna Freud**  
National Centre for  
Children and Families

# APTCOO

**Improving the lives of disabled children, young people and their families.**

**Address:** A Place To Call Our Own (APTCOO)  
Unit 15 Botany Park  
Botany Avenue  
Mansfield  
Nottinghamshire  
NG18 5NF

**Tel:** 01623 629902

**Email:** [enquiries@aptcoo.org](mailto:enquiries@aptcoo.org)

**Website:** [www.aptcoo.co.uk](http://www.aptcoo.co.uk)



## **Information:**

APTCOO is a registered charity based in Mansfield, Nottinghamshire, providing at the earliest opportunity a wide range of information, advice and access to a personalised range of specialist health, care and education support services for children and young people with Special Educational Needs and Disabilities (SEND) and their whole family unit

# Ask Us Nottinghamshire

**Address:** Ask Us - Parent Partnership Services

Futures

57 Maid Marion Way

Nottingham, NG1 6GE

**Tel:** 0800 121 7772

**Email:** [enquiries@askusnotts.org.uk](mailto:enquiries@askusnotts.org.uk)

**Website:** [www.ppsnotts.org.uk/](http://www.ppsnotts.org.uk/)

**Information:** Provides information, advice and support to parents and carers of children with a disability or special educational needs. The service promotes partnership between parents, schools, the local authority and voluntary organisations.

# Autism East Midlands

**Contact:** [www.autismeastmidlands.org.uk/](http://www.autismeastmidlands.org.uk/)

**Tel:** 0115 9609263 (school)  
01909 506 678 (head office)

**Email:** [enquiries@autismeastmidlands.org.uk](mailto:enquiries@autismeastmidlands.org.uk)

**Information:** A charity that enables people with autism to live their lives with dignity, choice and independence.

The charity was established in 1968 by a group of parents who wanted to ensure that there were appropriate educational facilities for children with autism in the Nottinghamshire area. The school they set up is Sutherland House. The charity also offers residential and day care services for adults. In addition, Family Services offers help and support to the families of people with autism.



**Beat**

**Helpline** 0808 801 0677

**Youthline:** 0808 801 0711

**Studentline:** 0808 801 0811

**Website:** [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)

**Email:** [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk) - Over 18  
[fyp@beateatingdisorders.org.uk](mailto:fyp@beateatingdisorders.org.uk) - Under 18

**Information:**

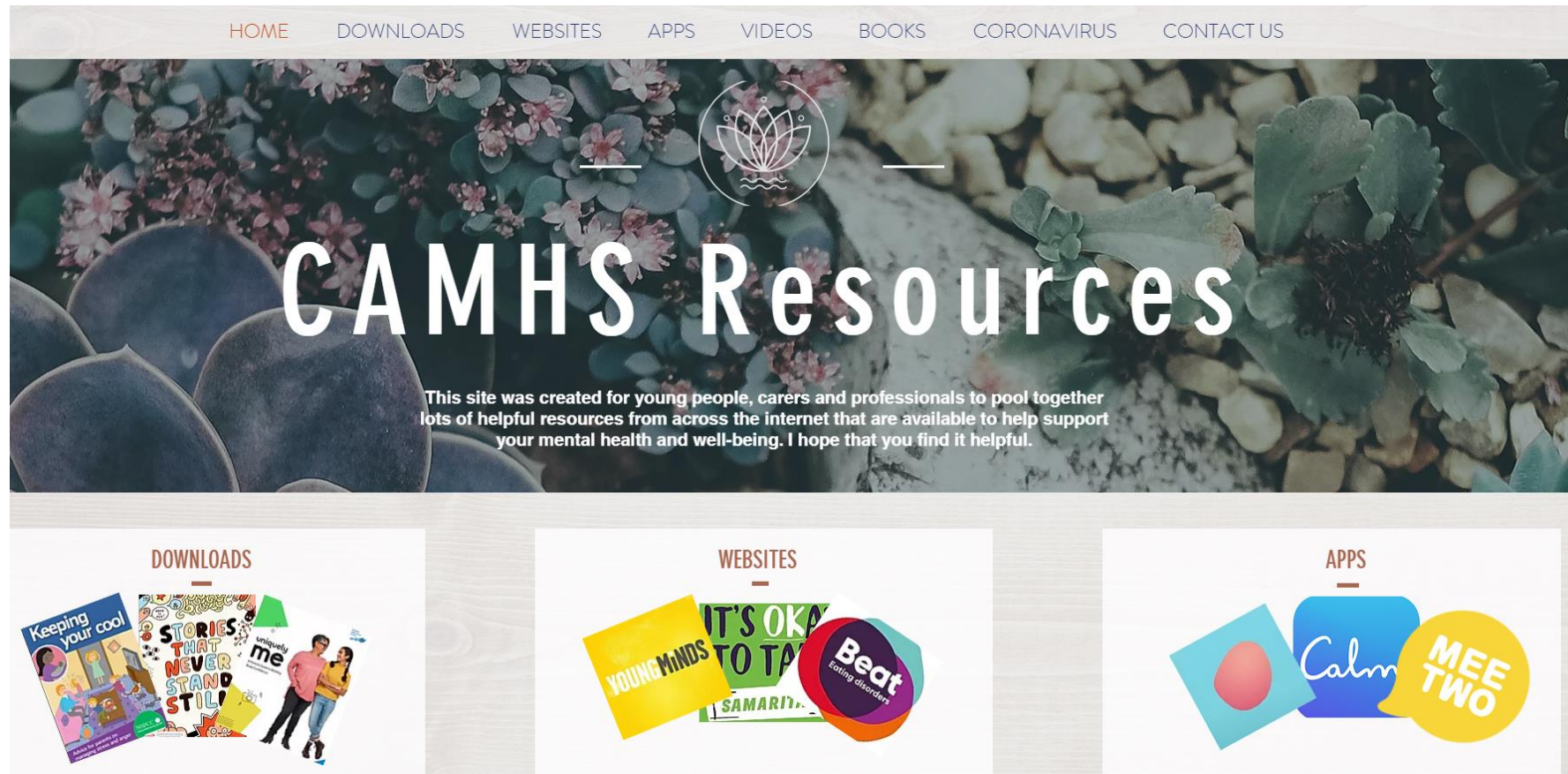
Beat is the UK's charity supporting anyone affected by eating disorders or difficulties with food, weight and shape.





# Child and Adolescent Mental Health Service (CAMHS)

Click the link to access CAMHS resources to help support your mental health and well-being. <https://www.camhs-resources.co.uk/>



# Child Bereavement UK

**Tel:** 0800 02 888 40

**Website:** [www.childbereavementuk.org/](http://www.childbereavementuk.org/)

## **Information:**

We help children and young people (up to age 25), parents, and families, to rebuild their lives when a child grieves.





# Nottinghamshire Carers Hub – Adult & Young Carers

**Tel:** 0115 962 8920

**Email:** [hub@carerstrustem.org](mailto:hub@carerstrustem.org)

**Website:** [www.carerstrustem.org](http://www.carerstrustem.org)



## **Information:**

Information support and guidance service for adult & young carers caring for a loved one, neighbour or friend. You could be a carer if you are supporting a family member, friend or neighbour because of their illness, disability, mental health issue or substance misuse.

Access emotional support via a monthly support group, drop-in for the chance to meet a support worker face to face, free gym membership once weekly for three months, plus more.

# Change Grow Live (CGL)

**Tel:** 0115 896 0798

**Website:** [www.changegrowlive.org](http://www.changegrowlive.org)

## **Information:**

Support young people affected by somebody else's substance use and support young people using substances.



**Change  
Grow  
Live**

# Childline

**Tel:** 0800 1111

**Website:** [www.childline.org.uk](http://www.childline.org.uk)

**Information:** Helpline for children and young people



# CRUSE Bereavement Care

**Helpline:** 0808 808 1677      FREE phone helpline

**Website:** [www.cruse.org.uk](http://www.cruse.org.uk)

**Email:** [info@cruse.org.uk](mailto:info@cruse.org.uk)

## **Information:**

Helpline for adults and young people who have experienced the death of someone. Visit the website for local CRUSE services.



# East Midlands Sexual Assault Service

**24-hour Single Point of Access:** 0800 183 0023

**General enquiries:** 0115 875 4595

**Website:** [www.EMCYPSAS.co.uk](http://www.EMCYPSAS.co.uk)

**Add:** QMC, Nottingham University, Derby Road, NG7 2UH

## **Information:**

This service provides a 24-hour, confidential helpline for the East Midlands. EMCYPSAS provides medical and holistic assessment following sexual abuse for children and young people. Click on the website link for further information, including the referral pathway.



# Family Lives

**Tel:** Free confidential helpline: 0808 800 2222.

**Website:** [www.familylives.org.uk](http://www.familylives.org.uk)  
[www.bullying.co.uk](http://www.bullying.co.uk)

## Information:

Confidential advice, information and support on any aspect of parenting and family life via the helpline and live chat. For further information please visit the website.

Bullying UK is a branch of Family Lives with forums, advice and useful resources.



# FRANK

**Tel:** 0300 123 6600

**Email:** [frank@talktofrank.com](mailto:frank@talktofrank.com)

**Text:** 82111 – Text a question

**Website:** [www.talktofrank.com](http://www.talktofrank.com)

**Information:** Friendly confidential honest  
information about drugs.



FRANK



# Harmless

**Address:** PO Box 10770  
Nottingham  
NG8 9PF

**Email:** [info@harmless.org.uk](mailto:info@harmless.org.uk)

**Website:** [www.harmless.org.uk](http://www.harmless.org.uk)

**Information:** Harmless is an organisation that provides a range of services for people who self-harm, their friends, families and professionals.



# Health For Teens – Nottinghamshire Healthcare

Text School Nurse: 07507 329 952 for confidential health advice and support

Website: [www.healthforteens.co.uk](http://www.healthforteens.co.uk)

Teens can get help with all kinds of things like healthy eating, relationships, sex, emotional health, bullying, smoking, self harm, contraception, and alcohol and drugs.

Visit the website to see videos, find health information, take quizzes and find out the truth behind the rumours

The logo for Health For Teens is displayed on a black rectangular background. The words "HEALTH" and "TEENS" are in large, bold, white, sans-serif capital letters. Between them, the word "FOR" is written in a smaller, white, sans-serif font, oriented vertically.

**HEALTH FOR TEENS**

# Karma Nirvana

**Tel:** 0800 5 999 247

**Email:** [info@karmanirvana.org.uk](mailto:info@karmanirvana.org.uk)

**Website:** [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)

**Information:** Offer practical and emotional support for male and female victims and survivors of honour based abuse, forced marriage and domestic abuse.

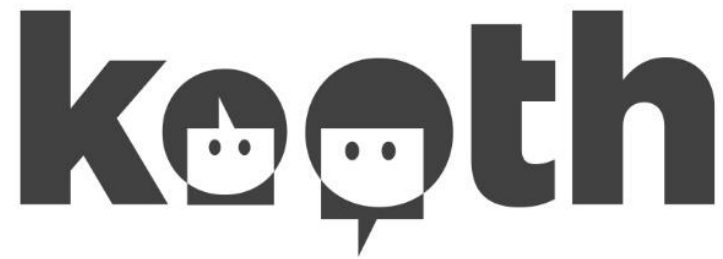


# Kooth – online counselling service for young people

**Website:** [www.kooth.com](http://www.kooth.com)

## **Information:**

Free, safe and anonymous online support for young people. Visit website for online chat with trained counsellors.



# Local Offer

**Website:** [www.nottshelpyourself.org.uk](http://www.nottshelpyourself.org.uk)

## **Information:**

This resource is a partnership between education, health, social care, the voluntary and private sector. It is intended to provide you with information relevant to children and young people aged 0 -25 years with special educational needs and/or disabilities. Its aim is to bring as much of this information together within one website

# Mental Health Support Team (MHST)

**Single point of access: 0115 8542299**

## **Information:**

If you are feeling anxious, worried or stressed about anything and it is affecting your everyday life then you are able to access support from MHST via the self-referral route. To self-refer all you need to do is call the CAMHS single point of access phone line and state that you would like telephone intervention from the Mental Health Support Team. The team are completing telephone sessions either weekly or fortnightly.



# Mermaids



**Tel:** 0808 801 0400

**Email:** [info@mermaidsuk.org.uk](mailto:info@mermaidsuk.org.uk)

**Website:** <https://mermaidsuk.org.uk/>

## **Information:**

Mermaids supports gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.

Transgender and gender-variant children and teens need support and understanding, as well as the freedom to explore their gender identity. Whatever the outcome, Mermaids is committed to helping families navigate the challenges they may face.



# NGYMyplace – Base 51

**Address:** 29-31 Castle Gate, Nottingham, NG1 7AR  
**Telephone:** (0115) 952 5040  
**Email:** [info@base51.org.uk](mailto:info@base51.org.uk)  
**Facebook:** [Facebook.com/ngymyplace](https://www.facebook.com/ngymyplace)

Situated in Nottingham city centre.

Open Mon, Tues, Thurs and Friday 3.30pm – 8pm.

Fully Equipped Gym

Dance Studio

Recording Studios

Film Making

Cyber Café

Lounge Area with TV and Games

Outburst - LGBTQ+ Support Group

Laundry and Shower Facilities

Counselling Service

## **Drop-in Counselling Sessions\*:**

Tuesday & Thursday: 4.00pm and 5.00pm

Wednesday: 6.00pm and 7.00pm



working in partnership with:



# NSPCC – A Parents' Guide to help keep your child safe online

**Website:** Visit [www.nspcc.org.uk/ShareAware](http://www.nspcc.org.uk/ShareAware) for  
helpful advice

There have been some important recent updates on Snapchat so we have updated our guide for parents and carers accordingly. Updated Snapchat guide for parents and carers: <https://twitter.com/natonlinesafety/status/1019547820741877760>

National Online Safety Team (NOS)



# Instagram

## Parent / Carer Advice



### What is Instagram?

Instagram is a social media platform which focuses on the creation and sharing of images, providing users with a range of filters and special effects popular among younger users.

Despite requiring users to be 13 or older, a study in January 2017 indicated that 43% of 8-11 year olds in Britain are using Instagram.

13

### Safety Tips

As with all Internet activity, talk to your child about how they use Instagram, the importance of not 'oversharing', and any issues they have faced.

It is safest to change the default privacy settings in your child's account from public to private. If your child is older and you agree for them to have a public account, you should discuss strategies for coping with negative feedback and for blocking users. You should also monitor messages they receive.

Given Instagram's reported impact on young people's mental health, keep an eye out for early warning signs of such issues with your child. Seek professional support or consult online services such as Shout at the earliest point of concern.



Regularly spring-clean your child's Instagram account with them by removing any posts and images you agree are inappropriate and blocking any concerning contacts. If you have any concerns that somebody might be trying to groom your child you should immediately contact CEOP.



### Reasons for concern

#### Privacy settings

A key concern regarding children's use of Instagram is the fact that the default privacy setting for accounts is 'public'. As such, unless a child actively alters their privacy settings, all of the pictures they post to Instagram will be available to anybody. This could result in their images being seen by inappropriate individuals and might lead to receiving unwanted communication.

#### Follower lists

In a world where celebrity success is measured by numbers of social media followers, it is understandable that children might want to grow their own list of followers. A child's non-private account can quickly grow with followers, some of whom might not have entirely innocent motives.

#### Terms and conditions

Instagram's 5,000-word terms and conditions states that users agree that Instagram can use and sell their sell images for others to use (without paying or further consent). Instagram also retains the right to store, use and share the personal information and direct messages of their users.

#### Grooming

In 2019 the NSPCC reported that Instagram was involved in more online grooming cases than any other online platform. Where the police recorded the method of communication, Instagram was used in 32% of cases, in contrast to Facebook at 23% and Snapchat at 14%.

#### Mental health issues

A report by the Royal Society for Public Health found that Instagram rated as the worst social media platform when it comes to its impact on young people's mental health. Being image-centred the RSPH claimed that Instagram (along with Snapchat) appears to be driving feelings of inadequacy and anxiety in young people.

# Online Safety Alliance

# Snapchat

## Parent / Carer Advice



### What is Snapchat?

Snapchat is one of the image-based social media platforms which is incredibly popular with children. One of the key features of Snapchat is that, by default, messages sent through Snapchat disappear seconds after they are viewed by the recipient. The minimum age to use Snapchat is 13 but it is a popular and widely used platform among children younger than this.

13

### Safety Tips

As with all Internet activity, talk to your child about how they use Snapchat, the importance of not 'oversharing', and any issues they have faced.

The default privacy setting of 'My Friends' prevents children from sharing 'snaps' with users unknown to them. However, children may change this setting and make their posts public. Ensure your child is aware of the importance of maintaining strong privacy settings and check the settings your child has selected.

In the settings options, ensure your child has Snapmap set to 'ghost mode'. This will ensure that nobody can see their current location.

Ask your child if they know how to report or block a user who sends them anything that upsets them. This can be done by going to the friends list, selecting the person creating the issue and then selecting the gear icon.

Remind your child that although Snapchat automatically deletes images once seen, somebody can copy the image and share it with others.

### Reasons for concern

#### Abuse and bullying

As messages disappear shortly after being read, Snapchat has become a popular tool for abuse such as online bullying as abusers feel they will not be held to account for messages posted once they are deleted. This is supported by the fact that if somebody takes a screenshot of a message posted on Snapchat then the person who posted it is informed that this has happened, making it more uncomfortable for people to take evidence of abuse they have suffered or witnessed.

#### The Snap Map

The Snap Map allows users to see the live location of their friends on a map. Cartoon-style avatars are used to represent people in a move that was clearly designed to be popular with younger users. This feature can result in children sharing their location (including effectively their home address) with individuals.



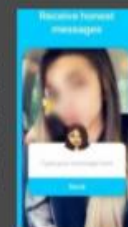
#### Addiction-inducing features

Children are naturally more prone to addictive behaviour than adults. As such, the inclusion of features such as 'Snap Streaks' (where two users share pictures with each other on consecutive days) encourages addictive behaviour. Snapchat rewards longer streaks with special emojis. This can result in children increasing their daily usage of the app.



#### Risk of secondary apps

Snapchat allows users to link to secondary apps that can be used inside Snapchat. A recent concerning example is YOLO which allows users to offer people the opportunity to anonymously ask them questions. Such apps have led to online bullying and hate crime.







### What is WhatsApp?

WhatsApp is a free messaging app. It allows you to send text and multimedia messages (video, images and voice recordings) to people in the contact list on your phone. It also allows users to set up group chats where the administrators can invite up to 256 people to share messages and images publicly within the group. Although the age limit for WhatsApp was recently raised to 16 it is popular with primary age children and above. So what are the risks?

16

### Safety Tips



As with all Internet activity, talk to your child about how they use WhatsApp and any issues they have encountered.



With your child, look through the groups they are members of and discuss any areas of concern you have. You may agree that it would be best to leave the group.



Go to the settings (by pressing the three dots in the top right of the screen) and ensure your child's profile is set to 'contacts only'.



To leave a group: Open the group in WhatsApp. Press the three dots in the top right of the screen and select 'Group Info'. Scroll down to 'Exit group'.



If an admin adds your child back into a group they have left, your child can ask them not to do this. If they keep adding them then you can prevent it by blocking the admin. To do this, WhatsApp provide the following guidance:

1. Go to the group in WhatsApp, then tap or click the subject of the group.
2. Tap or click the phone number of the admin you wish to block.
3. If prompted, tap or click Message (phone number) or Send Message.
4. A blank chat with the admin will open up. Tap or click the phone number at the top.
5. Tap or click Block = Block.

### Reasons for concern

Group administrators can invite people your child does not know into group chats. Some of these people may not have innocent intentions or may be older and post age-inappropriate messages.

Some WhatsApp groups can contain images and messages which can cause distress to children. These might include violent images or videos, abusive messages and sexual content.

Chain messages are often shared through WhatsApp. These pressure children to post them on to their contacts, e.g. by claiming that failure to do so can result in the child or a family member dying. Many children find such messages distressing but also feel they must share them with others due to fear of the threat.

and killed him. A girl named Loran got this message. She laughed and deleted it. I later came to her house and killed her and buried her in a desert. A boy named

WhatsApp does not allow users to decide whether to join a group. Your child will be automatically added to any groups that their contacts add them to. If your child leaves the group the administrator can add them straight back in.

Your child may be in WhatsApp groups in which huge numbers of posts are made. The alerts this generates can be an unnecessary distraction and can disrupt sleep.

WhatsApp's default privacy settings are that anybody can see your child's profile photo and when they were last online.

WhatsApp 'dare games' have become popular with children. These involve the child making a quiz about themselves to share with others and this can lead to oversharing of personal information which can be publicly available.

Children can add and then remove other children from groups as a form of exclusion and bullying.

# Online Safety Alliance



### What is TikTok?

TikTok is a social media app where users share short video clips of 15 seconds duration. It started out as an app named 'Musically' and was used to share videos of dancing and lip-syncing to music. Much of the content on TikTok still reflects these origins, but popular videos now also include pets, makeup, magic tricks, fashion, art, people reacting to situations, etc. According to OSA research, TikTok is now as widely used by 11-14 year olds as SnapChat and Instagram.

13

### Safety Tips



As with all Internet activity, talk to your child about how they use TikTok and any issues they have encountered.



Discuss whether it would be best to change your child's account to private to avoid interactions with non-friends. If you agree to keep the account public you should discuss strategies for coping with negative feedback and for blocking users.



Help your child to spring clean their account from time to time by removing videos you agree to be inappropriate.



Ensure your child knows not to post videos in their school uniform. Also discuss how recording videos at school might break school rules and what the consequences could be.



The TikTok settings allow you to set a time limit for how long each day you want your child to be able to use the app. This can be password protected to ensure they stick to the limit.



### Reasons for concern

TikTok has a minimum age rating of 13 and anybody under 18 should have parental permission to use the app. However, new users simply enter a date of birth to indicate their age and there are no verification steps. As such, children of any age can create an account by using a false date of birth.

New users will be shown a range of video clips the app feels may be of interest. Many of these will quickly expose users to offensive language which will be inappropriate for children.

The clothing worn and the type of dancing in some videos could be deemed sexualised and therefore something that might be inappropriate for younger users to be exposed to.

The default privacy settings in the app are concerning. Although only friends can send users direct messages, the videos posted by users can be seen by anybody and anybody can like / comment on the videos. New users are also available for anybody to perform a musical duet with. Such default settings can leave children vulnerable to unwanted communication from others.

Many children in the UK are posting videos to TikTok where they are wearing their school uniform, making it possible for strangers to identify their location.

The nature of videos children are posting to TikTok (singing, dancing, etc) can leave them vulnerable to receiving negative comments which can have an impact on mental health.

The company that owns TikTok is facing legal issues and stands accused of illegally collecting data on children (when it was Musically) and the app has been deemed a 'potential security risk by the FBI'.

# Samaritans

**Website:** [www.samaritans.org](http://www.samaritans.org)

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Tel:** Freephone 116 123 - 24 hours a day, 365 days a year

## Information:

*‘Every six seconds, we respond to a call for help. No judgement. No pressure. We're here for anyone who needs someone.’*

Email or talk to the Samaritans about anything that is worrying you.

The logo consists of a solid green rectangle with the word "SAMARITANS" written in white, bold, uppercase letters.

**SAMARITANS**

# School – support in school

**Tel:** 0115 974 4488

**Email:** [admin@wbs.school](mailto:admin@wbs.school)

**Website:** [www.wbs.school](http://www.wbs.school)

**Information:** **Pastoral Support in School**

**Mrs Mills-Afford & Mrs Clarke** **Year 7**

**Mrs Maxwell-Doyle & Miss Grandfield** **Year 8**

**Mrs Nahal & Ms Fletcher** **Year 9**

**Mrs Mills-Afford & Mrs Hallam** **Year 10**

**Ms Masterson & Mrs Butcher** **Year 11**

**Mr Bowie & Ms Donovan** **Post 16**

**Mental Health Support Team (referral)**

**School Nurse (referral)**



# Your Health Your Way

Your Health  
Your Way



**Tel:** 0115 772 2515

**Website:** [www.yourhealthnotts.co.uk/](http://www.yourhealthnotts.co.uk/)

## **Information:**

Your Health Your Way is Nottinghamshire's new Integrated Wellbeing Service funded by Nottinghamshire County Council and delivered by ABL Health. We are here to help all residents of Nottinghamshire (excluding Nottingham city) get more active, eat healthier, manage your weight, drink less alcohol and stop smoking. We offer realistic and practical support for people to make life long healthy behaviour changes.



# The Mix – Essential support for under 25s

**Tel:** 0808 8084994

**Website:** [www.themix.org.uk](http://www.themix.org.uk)

## **Information:**

The Mix is the UK's leading support service for young people. Advice and support from mental health to money, from homelessness to finding a job, from break-ups to drugs. Call the helpline for advice.

# Think Ninja

**Tel:** 0330 124 4222

**Website:** [www.healios.org.uk/services/thinkninja1](http://www.healios.org.uk/services/thinkninja1)

## Information:

Empowering children and young people to build resilience, manage their emotions and to fulfil their potential.

Introduction to Think Ninja: [https://youtu.be/2pY36\\_kxIB0](https://youtu.be/2pY36_kxIB0)



think *Ninja*

Empowering young people to reach their potential

# Think You Know

**Website:**

[www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)



**Information:**

A guide to internet safety and safe surfing of the web for young people. Age-related tabs, including one for parents and carers who would like to understand more about keeping their child safe online

# The Tomorrow Project

**Website:** [www.tomorrowproject.org.uk/](http://www.tomorrowproject.org.uk/)



**Crisis pathway:**  
[crisis@tomorrowproject.org.uk](mailto:crisis@tomorrowproject.org.uk)

**Suicide Bereavement pathway:**  
[bereavement@tomorrowproject.org.uk](mailto:bereavement@tomorrowproject.org.uk)

## **Information:**

Supporting those those who have been bereaved by suicide. A confidential, community based suicide prevention, intervention and postvention service. No age restriction.

## Victoria Health Centre – Nottingham Sexual Health Services

**Contact:** Reception

**Address:** Glasshouse Street, Nottingham, NG1 3LW

**Tel:** (01159) 627 627 contact centre.  
(01159) 627 627 Contraception and Sexual health Clinic

**Website:** [www.victoriamapperley.co.uk/victoria-health-centre](http://www.victoriamapperley.co.uk/victoria-health-centre)

**Information:** For contraception, sexual health and teenage services.  
Situated behind the Victoria Centre

# JUNO Women's Aid (formerly known as WAIS)

**Address:** Nottingham Women's Centre  
Chaucer Street  
Nottingham

**Tel:** Helpline for women – 0808 800 0340 24hr Freephone Helpline  
Interpretation also available through Language Line

**General enquiries:** 0115 947 5257

**Website:** [www.junowomensaid.org.uk](http://www.junowomensaid.org.uk)

**Information:**



*We're a charity working with women, children and teens who have been affected by domestic abuse*

We run a wide range of services including the 24 hour Nottingham and Nottinghamshire Freephone Domestic and Sexual Violence Helpline. This is where you can speak to one of our specialist trained female support workers 365 days a year.

## **We offer**

- Crisis support and drop ins
- Ongoing one to one support
- Refuge accommodation (BMER and Dispersed Refuge service)
- 12 week healthy relationship programmes (The Freedom Programme)
- Therapeutic groups for mums and children
- One to one support for teenagers
- Foster care for family pets



# Young Minds

## The voice for young people's mental health and wellbeing

**Tel:** Parents Helpline 0808 802 5544

**Website:** [www.youngminds.org.uk](http://www.youngminds.org.uk)

### Information:

The UK's leading charity committed to improving the wellbeing and mental health of children and young people. Find out more about us, our mission and how we work. Visit the Young Minds website to find out more.

